

Notice for Professional Services

The City and County of Honolulu's Department of Budget and Fiscal Services is seeking a qualified consultant to provide professional services for the planning and execution of a performance measurement program for the following FY06 Project:

Mayor's Review Phase II: The Mayor's Review is a program begun by Mayor Hannemann upon assuming the office of Mayor of Honolulu. Phase I of the Mayor's Review concluded on February 18th, 2005 with a press conference to highlight the findings of the Mayor's Review Team. During the press conference the leaders of the Mayor's Review disclosed a deterioration in the condition of the City's finances that is the result of postponed spending, and an accumulation of debt that will nearly double average annual debt service over the next 5 years. The leaders of the Review also warned of the hazards of inaction, and, while noting that the situation would likely worsen before it improved, they stated that a focus on the key issues facing the City and County could turn the tide.

Phase II of the Mayor's Review shifts from exploring the City's fiscal and budgetary state of affairs to implementation of the over 200 recommendations from Phase I. These recommendations focus on process improvement and change management. Phase II will be coordinated by a Project Management Office (PMO), which will be made up of senior administration officials. The consultant will work under the Director of the Department of Budget and Fiscal Services with guidance and input from the PMO members. The purpose of the performance measurement program within Phase II is to monitor the efficiency and effectiveness of the City's programs and identify areas requiring improvement. This Phase continues to fall under the overall umbrella established by Mayor Hannemann, namely to support the Mayor's efforts to have the City deliver high-quality focused services in an effective, efficient and accountable manner, while replenishing the health of the City's core operational and fiscal infrastructure. Specifically, Phase II will facilitate the process of operational and fiscal improvements as directed by the Mayor's vision.

Specifically, professional services are required to:

- 1) Perform a broad review of the City's functions, services, and key stakeholders and recommend a top-level set of performance indicators for two departments (Budget and Fiscal Services, Department of Human Resources), and for the Mayor's Office. These measures will be focused on products and services delivered to the City's key stakeholders.
- 2) Any other services required by the City and County of Honolulu.

Any organization that is interested in being considered for providing these services should submit the following information:

- 1) The name of the firm or person, the principal place of business, and the location of all its offices;
- 2) The age of the firm and its average number of employees over the past 5 years;
- 3) The education, training, and qualifications of key members of the firm and project team;
- 4) The names and phone numbers of up to three clients who may be contacted including at least one of whom services were rendered in during the preceding year;
- 5) The project team's understanding of the project requirements, approach for identifying performance indicators, and experience with key performance indicator programs and systems; and
- 6) Any promotional or descriptive literature that the firm desires to submit.

Consultants will be evaluated on the following criteria in descending order of importance:

- 1) Experience and professional qualifications relevant to this project;
- 2) Past performance on projects of similar scope for public agencies and private industry, including corrective actions and other responses to notices of deficiencies;
- 3) Capacity to accomplish the work in the required time including availability of local resources


- 4) Experience and/or formal relationships with key performance indicator delivery systems and vendors; and
- 5) Any additional criteria determined in writing by the selection committee to be relevant to the purchasing agency's needs or necessary and appropriate to ensure full, open, and fair competition for professional services contracts.

Statements of Qualifications from interested firms shall be submitted with one original and two copies by September 26, 2005; no later than 4:30 p.m., Hawaii Standard Time, to the address below. No facsimile will be considered.

Mary Pat Waterhouse
Director, Budget and Fiscal Services
City and County of Honolulu
530 South King Street
Honolulu, Hawaii 96813

Any inquiries regarding the professional services required should be directed to Cyndy Aylett, Project Manager, Budget and Fiscal Services, at (808) 523-4137.



Mary Patricia Waterhouse 
Director of Budget and Fiscal Services
By Order of MUFI HANNEMANN, MAYOR
City and County of Honolulu